



**REQUEST FOR PROPOSALS**  
**FY2023 Social Services**  
**Appendix A**  
***Social Services Funding Guidelines***

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# Social Services Funding Guidelines

***REVISED: May 4, 2022***

## **Contact**

For questions, further information and/or accommodation related to disability, please contact:

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**I. Purpose**

The purpose of these guidelines is to set forth the minimum standards and processes for the purchase of social services by the City of Columbia (City).

**II. Overview**

The City recognizes that, in addition to physical infrastructure and public safety, it must also make an investment in the social infrastructure of our community. To this end, the City seeks to assure that adequate levels of needed and effective social services are made available to low-income residents of the City. This is accomplished through a combination of coordinating, providing, and purchasing social services. For those social services which are deemed to be necessary but cannot be provided directly by the City, the City seeks to assure the availability of these services by entering into purchase of service contracts with community-based social service providers. In order to solicit and enter contracts for the purchase of social services, the City issues targeted "Requests for Proposals" (RFPs).

**III. Oversight**

The Division of Human Services (DHS) and the Human Services Commission (HSC) advise the City Council in all matters regarding the purchase of social services by the City. The HSC is comprised of ten citizen volunteers appointed by the City Council.

**IV. Definitions**

The following definitions are intended to clarify terms used in this policy:

**Social Services:** Social services are those services provided to individuals or families to ensure their social and emotional well-being. These services may be either preventive or remedial in nature and should generally have the common purpose of assisting consumers in attaining the greatest possible level of independence and self-sufficiency.

**Low Income:** Persons and households with an income less than or equal to 200% of the federal poverty guidelines.

**Adult:** Persons ages 20 and older.

**Children/Youth:** Persons ages 0 through 19.

**Family:** A household consisting of at least one parent or guardian and at least one child/youth (see definition above).

**Financial Statement Assurance:** The report of assurance (compilation, review, or audit) of an organization's financial statements provided by a qualified third party. Financial statements and the accompanying report of assurance must be submitted in accordance with the requirements outlined in the table below:

Combined Annual Income of Organization	Allowable Type of Financial Statement Assurance	Required Accompanying Document
<\$25,000	Compiled (Full Disclosure), Reviewed, or Audited	none
≥\$25,000	Reviewed or Audited	Communications from auditor

The City reserves the right to request either reviewed or audited financial statements.

**V. Priority Issue Areas**

The City purchases social services to address two prioritized issue areas:

Issue Area	Target Funding Parameter
Basic Needs	50-75%
Opportunity	25-50%

#### **VI. Eligible Social Services**

The specific social services, for which the City is seeking to enter purchase of service contracts, are indicated in each RFP. Generally, these services, and the corresponding definitions and unit of service measures, are based on those included in the *Taxonomy of Services*, which is included as an appendix to each RFP and can be accessed on the City's social services funding web page:

<https://www.cmo.gov/health/social-services-funding/>

#### **VII. Ineligible Activities**

Many community services are considered important but are more appropriately supported by other City resources or are the responsibility of other organizations or political subdivisions. Other services simply do not fit the definition of social services as outlined in Section IV. of this policy. Examples of both include:

- Projects and services eligible for Community Development Block Grant (CDBG) funds, such as physical infrastructure projects (e.g. housing and community facilities) and capital items as well as public services (e.g. vocational training, fair housing activities, and home ownership programs).
- Recreation and sports activities, such as those provided through the City of Columbia Parks and Recreation Department and athletic organizations.
- Arts, entertainment, and cultural programs, such as those eligible for City arts funding.
- Criminal justice and crime prevention services, such as those provided by the State of Missouri, local law enforcement agencies, and the 13th District Circuit Court.
- Health services, such as those provided by the Columbia/Boone County Department of Public Health and Human Services, Federally Qualified Health Centers, and MOHealthNet/Medicare for eligible persons.
- Developmental and intellectual disability services, such as those provided or covered by Missouri First Steps, Boone County Family Resources, and MOHealthNet/Medicare for eligible persons.
- Direct financial assistance to or on behalf of consumers including, but not limited to, payments of: rent, rental deposits, utility bills, utility deposits, child care, debts and loans (home, auto, medical, personal, etc.)
- The purchase of transportation services, such as those provided by the City of Columbia Transit and Para-Transit, including fares and passes.

#### **VIII. Requirements**

In order to propose and enter a purchase of service contract with the City, organizations and program services must meet the following general guidelines.

##### **Organization Requirements**

Organization must:

- Be designated as tax exempt by the IRS, unless a for-profit organization is demonstrated to be the most cost effective and appropriate service provider available.
- Be registered as a corporation in good standing with the Missouri Secretary of State.
- Produce an annual financial statement and assurance (see definition in Section IV.) within six months of the end of the organization's most recent fiscal year.
- Attempt to obtain other funds or in-kind resources from other appropriate sources.
- Certify that all of its facilities, services, and employment practices are in compliance with all applicable provisions of: the Fair Labor Standards Act, as amended; the Employment

Practices Act, as amended; the Civil Rights Act of 1964, as amended; Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Omnibus Reconciliation Act of 1981, as amended; the Americans with Disabilities Act of 1990, as amended; Chapter 12 of the City of Columbia Code of Ordinances, and all other applicable Federal and State laws which prohibit discrimination in employment, housing, and places of public accommodation on the basis of: race, color, religion, sex, national origin, ancestry, marital status, disability, sexual orientation, gender identity or expression, familial status (housing only), age (employment only), receipt of governmental assistance, alienage or citizenship status, status as a victim of sexual or domestic violence, order of protection status, or any other legally protected category.

- If the organization's facilities, services, or employment practices are not in compliance with the Americans with Disabilities Act of 1990, as amended, submit a plan of accommodation and transition plan.

### **Program Service Requirements**

Program services must:

- Meet the definition of social services (see definition in Section IV.)
- Directly benefit low income residents of the City of Columbia (see definition in Section IV.)
- Be an eligible social service (per Section VI.)
- Address the issue for which the RFP has been issued (per Section IX.)
- Be attributable to one or more the of the required common outcomes included with each RFP included as an appendix to each RFP and can be accessed on the City's social services funding web page: <https://www.como.gov/health/social-services-funding/>
- Not duplicate existing services

## **IX. Request for Proposals (RFP) Process**

### **Request for Proposals Cycle**

RFPs and the resulting contracts for the purchase of social services are issued by issue area in a staggered, two year cycle, as outlined in the table below:

Issue Area	RFP Cycle Year
Basic Needs	Year 1
Opportunity	Year 2

A current schedule of the RFP cycle, by calendar/fiscal year, can be accessed on the City's social services funding web page:

<https://www.como.gov/health/social-services-funding/>

### **Request for Proposals Distribution**

RFPs for the purchase of social services are made available on the City's social services funding web page:

<https://www.como.gov/health/social-services-funding/>

### **Information Session**

An information session, regarding proposal preparation and submission, is held in conjunction with the issuance of each RFP. Organizations interested in submitting a proposal in response to an RFP are strongly encouraged to attend the corresponding information session.

### **Letters of Intent**

Organizations interested in submitting a proposal must first complete and submit a *Letter of Intent form*, which is issued as an attachment to each RFP. The deadline to submit a letter of intent is indicated in each RFP. The purpose of the letter of intent process is to:

- Determine the anticipated number of applicants organizations and proposals and the scope of the proposals
- Allow commission site visits to be scheduled

### **Submission of Proposals**

The City utilizes a web-based funding management system through which proposals to contract with the City to provide social services must be submitted. The system can be accessed from the City's social services RFP web page referenced above.

### **Proposal Submission Requirements**

Proposals must be:

- Submitted electronically via the City's web-based funding management system
- Submitted within the timeframe outlined in each RFP
- Complete and accurate
- Inclusive of the following required documents and information:
  - By-laws
  - Articles of incorporation
  - Organizational chart
  - Policy of Non-Discrimination in Employment
  - Policy of Non-Discrimination in Public Accommodation
  - Confidentiality Policy
  - Governing board roster
  - Advisory board roster, as applicable
  - IRS tax exempt status determination letter
  - Most recent financial statement and assurance (see definition in Section IV.) completed within six months of the end of the applicant organization's most recent fiscal year
  - Most recently completed IRS 990 or 990 EZ (i.e. IRS Annual Tax Exempt form). *Organizations not required to file an IRS 990 form must contact the DHS prior to the submission of a proposal*
  - Information regarding the organization's top five compensated employees
  - Organizational licensure information
  - Organizational accreditation information
  - If applicable, an ADA plan of accommodation and a transition plan

An applicant organization must certify it:

- Is a registered corporation in good standing with the State of Missouri.
- Agrees to comply with all applicable provisions of: the Fair Labor Standards Act, as amended; the Employment Practices Act, as amended; the Civil Rights Act of 1964, as amended; Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Omnibus Reconciliation Act of 1981, as amended; the Americans with Disabilities Act of 1990, as amended; Chapter 12 of the City of Columbia Code of Ordinances, and all other applicable Federal and State laws which prohibit discrimination in employment, housing, and places of public accommodation on the basis of: race, color, religion, sex, national origin, ancestry, marital status, disability, sexual orientation, gender identity or expression, familial status (housing only), age (employment only), receipt of governmental assistance, alienage or citizenship status, status as a victim of sexual or domestic violence, order of protection status, or any other legally protected category.
- If deemed a religious or denomination institution or organization or operated for religious purposes which is supervised or controlled by or in connection with a religious or denomination institution or organization; and agrees that, in connection with the provision of services and employment practices that it will not discriminate against any employee or applicant for employment on the basis of religion and will not employ or give preference in employment to

persons on the basis of religion; it will not discriminate against any persons seeking services on the basis of religion and will not limit such services or give preference to persons on the basis of religion; and it will provide no religious instruction or counseling, conduct no religious worship or services, engage in no religious proselytizing, or exert no other religious influence in the provision of services under this agreement.

- Has administrative and program facilities that are accessible to persons with disabilities per the Americans with Disabilities Act of 1990.

### **Deadline to Submit Proposals**

The date and time of the proposal submission deadline is indicated in each RFP. Proposals are not accepted after the deadline.

### **Initial Review of Proposals**

DHS reviews proposals submitted by the deadline for responsiveness, before forwarding the proposals to the HSC for its review. Proposals are considered unresponsive if they are not complete and/or do not include the required documents. Proposals are also considered unresponsive if the applicant organization fails to schedule a commission site visit. Any proposal determined to be unresponsive is ineligible for further consideration. The date by which the notification of the status of proposals is to be provided is indicated in each RFP.

### **Commission Site Visits**

Applicant organizations must allow and facilitate a site visit by representatives of the HSC. The purpose of the site visits is to allow the HSC to observe the proposed program services and the environment in which they will be provided. The date range for commission site visits is indicated in each RFP.

### **Review of Responsive Proposals**

All responsive proposals are reviewed by the HSC and DHS. DHS and the HSC discuss and document issues with proposals, which are then communicated to applicants for their response. A deadline for response is indicated in each RFP.

### **Proposal Ratings**

The HSC utilizes standardized rating criteria in reviewing all responsive proposals. These ratings are factored into the development of the preliminary contract recommendations. A document outlining the rating criteria utilized in the allocation process is included as an appendix to each RFP.

### **Preliminary Contract Recommendations**

Based on the review and rating of responsive proposals, site visits, and HSC and DHS discussions, the HSC and DHS develop preliminary contract recommendations. These recommendations are then sent to applicants and made public.

The recommendations may include contingencies which must be satisfied in order for these program services to be considered for contracts. As applicable, contingencies are communicated in writing to applicants for their response. A deadline for response is determined annually and is included in the contingency communication to applicants.

## **X. Contracts**

### **Contract Offers**

Based on the preliminary contract recommendations and the satisfaction of contingencies on those recommendations, DHS issues offers to engage in purchase of service contracts with the City. A deadline for returning partially executed contracts is indicated in each RFP.

## **Contract Awards**

All contracts are subject to the approval of the Columbia City Council and budget appropriations.

## **Contracting Requirements**

In order to enter an agreement with the City to provide social services, organizations must:

- Agree to regularly submit to the City current versions of the following required documents and information:
  - By-laws
  - Articles of incorporation
  - Organizational chart
  - Policy of Non-Discrimination in Employment
  - Policy of Non-Discrimination in Public Accommodation
  - Confidentiality Policy
  - Governing board roster
  - Advisory board roster, as applicable
  - IRS tax exempt status determination letter
  - Most recent financial statement and assurance (see definition in Section IV.) completed within six months of the end of the applicant organization's most recent fiscal year
  - Most recently completed IRS 990 or 990 EZ (unless the *organization is not required to file an IRS 990*)
  - Information regarding the organization's top five compensated employees
  - Organizational licensure information
  - Organizational accreditation information
  - If applicable, an ADA plan of accommodation and a transition plan
- Agree to permit the City or its designee(s) to monitor, survey and inspect the organization's services, facilities, and client records, to determine compliance and performance with the agreement, except as prohibited by laws protecting client confidentiality. In addition, the organization must, upon notice of forty-eight (48) hours, make available to the City or its designee(s) all records, facilities and personnel, for auditing, inspection, and interviewing, to determine the status of contracted services, activities and programs, expenditure of City funds, and all other matters set forth in the agreement.
- Recognize the City of Columbia as a financial supporter in all its promotional materials and advertising pertaining to the contracted program service(s).
- Agree to comply with all applicable provisions of: the Fair Labor Standards Act, as amended; the Employment Practices Act, as amended; the Civil Rights Act of 1964, as amended; Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Omnibus Reconciliation Act of 1981, as amended; the Americans with Disabilities Act of 1990, as amended; Chapter 12 of the City of Columbia Code of Ordinances, and all other applicable Federal and State laws which prohibit discrimination in employment, housing, and places of public accommodation on the basis of: race, color, religion, sex, national origin, ancestry, marital status, disability, sexual orientation, gender identity or expression, familial status (housing only), age (employment only), receipt of governmental assistance, alienage or citizenship status, status as a victim of sexual or domestic violence, order of protection status, or any other legally protected category.
- If represented as, or may be deemed to be, a religious or denominational institution or organization or an organization operated for religious purposes which is supervised or controlled by or in connection with a religious or denominational institution or organization, agree that in connection with the provision of services and employment practices it will not:
  - Discriminate against any employee or applicant for employment on the basis of religion or employ or give preference in employment to persons on the basis of religion.
  - Discriminate against any persons seeking services on the basis of religion or limit such services or give preference to persons on the basis of religion.



- Provide religious instruction or counseling, conduct religious worship or services, engage in religious proselytizing, or exert other religious influence in the provision of services.
- For contracts exceeding \$5,000, submit an affidavit which affirms that it is in compliance with Section 285.525 – 285.550 RSMo, the state statute pertaining to the hiring of unauthorized aliens. The agency must also submit documentation of participation in a federal work authorization program.
- Agree that all records (administrative, financial, and program) will be open to inspection by the City and maintained for a period of three (3) years following expiration of the agreement and any applicable renewal.

The requirements outlined above are not inclusive of all City contract requirements. An example of a standard City social services provider agreement for the purchase of social services is included as an appendix to each RFP.

If contracted social services involve personally identifiable protected health information, providers may be required to enter a Business Associate Agreement for Social Service Providers with the City in order to ensure the provider is capable of performing those services in accordance with all legal requirements, including but not limited to the Health Insurance Portability and Accountability Act (HIPAA), and its implementing and regulating rules. An example of a standard City Business Associate Agreement for Social Service Providers is included as an appendix to each RFP.

### **Contract Payments**

Payments for services provided under City social services contracts are made on one of two schedules:

- Contract payments made in three (3) installments. The first payment (34% of allocated funding) is paid upon receipt of the fully executed contract or on the first business day in May for summer programming. The second payment (33% of allocated funding) is paid upon receipt and approval of the interim report for each contracted program. The final payment (33% of allocated funding) is paid upon receipt and approval of the final report for each contracted program.
- Contract payments made on a monthly reimbursement basis, based on monthly invoices submitted by the contracted organization.

Payment schedules may be altered in special circumstances based on mutually agreed upon conditions between the City and the contracted organization.

The contract payment schedule is included in each City social services agreement. An example of a standard City social services provider agreement for the purchase of social services is included as an appendix to each RFP. In addition to issues with invoicing and performance, payments may also be withheld due to issues with reporting, as outlined below.

### **Reporting**

An interim report and a final report must be submitted for all program services contracted by the City. The timeframe for the submission of reports is indicated in each program service contract. Reports must be submitted for each contracted program service via the City's web-based funding management system.

### **Contract Duration**

Generally City contracts for the purchase of social services are issued for a term of one (1) year with the option for one (1), one (1) year renewal. Please note that the City or contracted organization may terminate agreements at any time upon providing thirty (30) days written notice.

**XI. Contact**

For questions, further information and/or accommodation related to disability, please contact:

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